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3PV® Fact Sheet

COMPANY DESCRIPTION

3PV® is a technology company that specializes in complete verification solutions for any type of business transactions. The firm is best known as the leader in speech-enabled, live-agent and online third party verification (TPV) services for the cable and telephony industries, including both circuit switch and VoIP customers. The pioneering company was the first to employ speech-enabled verification, an integrated call-back solution, a patent-pending eLOA™ (electronic letter of agency), and a full-time regulatory compliance officer.

CORE BUSINESS PHILOSOPHY

The *convergence of insight, imagination and innovation* is the hallmark of 3PV's work and the company's core operating philosophy. In this "triple play" approach to business challenges, 3PV first is inspired by *insight* into opportunities that competitors and others in its industry do not see. Second, company leaders *imagine* all of the possibilities to leverage the opportunity; and, third, they create *innovative* ways to capitalize on the opportunity using new technology or unique applications of existing technology. With a combined 65 years of experience in information technology and consulting and 70 years of computer systems background, 3PV's management team can tackle any technology challenge. 3PV was founded on this basic "triple play" approach and continues to apply it to today's client issues.

PRODUCTS & SERVICES

At 3PV, where innovation is the watchword, the team always is seeking novel applications for verification solutions and currently is beta testing new patent-pending technologies. The company functions as a market-driven partner that works alongside its clients to understand their overall business goals; assist them in selecting and/or creating the most effective mix of verification technologies to meet their objectives; and then deliver tailored, compliant and highly effective verifications each and every day. Successful third party verifications create an opportunity for clients to maximize, even grow their sales volume. 3PV's hosted solutions are designed to ensure accuracy so that its clients minimize customer service complaints and disputes, billing adjustments, increased payroll hours, regulatory fines, loss of revenues and customer attrition.

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3PV's unique blend of advanced automated services with traditional live agent functions consistently yields completion rates averaging higher than 95%, the best documented results in the industry today. Plus, for 3PV clients, there are no buttons to push and a greatly reduced chance of user error. The company offers a full range of services to meet any verification need -- including speech-enabled, agent-assisted, e-commerce, call recording, and voice print verification solutions -- and can have a verification system operational in as little as 48 hours using its FastTrak® verification solution.

In addition, 3PV currently hosts more than 11 terabytes of digital, dual channel TPV recordings on high-availability SAN-based servers with off-site backup in order to ensure a high degree of data security and fault tolerance. Recordings are stored for two to three years, depending upon regulatory requirements. The company's platform also features real-time reporting, Internet access to reports and archives, live agent review, and multiple languages that include English, Spanish and French Canadian -- all at the most competitive pricing in the industry.

THE LATEST INNOVATIONS

3PV launched its latest innovation in March 2005 with the introduction of AssureSign™, a forensically identifiable, legally binding signature using a computer mouse. This revolutionary electronic signature allows anyone with a computer to sign one or more documents securely over the Internet in a matter of minutes using their mouse. No special equipment or software is needed. 3PV employs a patented process which, among other security features, adds both a serial number and a watermark to the signature and then encrypts all elements together with the document. The sequence, which is seamless and immediate, yields the only service-based, electronic, hand-written signature on the market today.

3PV's newest third party verification product, eLOA® (electronic letter of agency), was introduced in 2004 to meet the specific needs of verifying VoIP services. The patent-pending, low-cost solution offers 3PV clients the freedom to complete a binding letter of agency online, sent via email or completed as part of the overall order process. Either way, clients realize shorter provisioning time, lower transaction cost, multiple export and retrieval options, seamless integration with their Web site and strict regulatory compliance.

UNIQUE PROCESS

As an automated-first company, 3PV employs speech recognition and intuitive scripting to provide the most natural customer experience. Its voice recognition system is based on industry standard VoiceXML, and its deployment utilizes Intel/Dialogic telephony hardware, Microsoft's Web server, and Microsoft's SQL server database. Incoming calls are routed to VoiceXML applications that provide scripting for the automated TPV sessions. The company's advanced technology allows it to monitor automated calls and offer an intuitive opt-out whenever needed to complete the verification -- the only TPV provider to do so. Similarly, the company invented an integrated call-back approach in which hang-ups immediately are inserted into a call-back queue for a live agent to phone the customer within minutes after the dropped call to complete the verification in a timely manner. Both of these unique practices greatly reduce dropped and incomplete calls by frustrated customers. Moreover, the call turnaround time -- from the moment 3PV hangs up with the customer to the time it returns the verified transaction to its client for provisioning -- is just 36 minutes on average.

REGULATORY COMPLIANCE

All 3PV verification solutions meet or exceed Federal Communications Commission (FCC), Federal Trade Commission (FTC), Public Service Commission/Public Utility Commission (PSC/PUC) and state requirements for carrier, utility and commercial services. The company's full-time legal affairs/regulatory compliance officer is an experienced attorney whose primary responsibility is ensuring the services 3PV provides its customers are 100% compliant with all state and federal rules. He ensures that the appropriate agency representatives review scripts for compliance. In addition, the company contracts with independent outside firm's to provide validation and second opinions on regulatory and legal issues related to third party verification and to notify 3PV whenever there is a change in rules applicable to its clients, including how the changes will impact the services 3PV provides to its clients. 3PV also maintains relationships with top industry law firms that it consults regularly regarding new rules, pending legislation and related issues that affect its work with clients. Recognized as leading watchdogs of compliance issues, 3PV experts have made presentations to the FCC and to the National Association of Regulatory Utility Commissioners (NARUC).

CUSTOMER SERVICE

3PV is widely regarded for its superior customer service. The company's Customer Care Team prides itself on being available to clients whenever needed. Hence, its call center is staffed from 8 a.m. EST to midnight EST, and its automated platform is available 24 hours a day. An outside call center is available 24/7 for any excess call volume and/or when the main 3PV call center is closed. Similarly, 3PV's Help Desk is available 24 hours a day, seven days a week to assist its clients with any issues that may arise. Cases can be initiated by phone, email or via a Web form on the customer Web site.

Accountability is another hallmark of 3PV's customer service reputation. The firm makes extensive use of the Internet for customer relationship management. The company provides real-time Web reporting and the ability to access voice recordings via a secure and customized Web site, where clients can find many different real-time reports. 3PV also provides reports based on customer needs via email, FTP and other means. Current measurement matrixes include calls per hour, average handle time, and quality of the calls.

As a result of its superior technology and high-quality customer service, 3PV boasts a solid track record of helping its clients increase revenue; lower costs; reduce slamming, cramming and churn; increase customer satisfaction; increase productivity by eliminating rework; and decrease fraud and unauthorized transactions.

FACILITIES

All of 3PV's verification solutions are hosted in its Orlando, Fla., headquarters building, a state-of-the-art carrier-grade facility that boasts dual-entrant, tri-carrier SONET OC12 and OC 48 bandwidth. The 7,000-square-foot facility features full-building power generation capable of providing up to eight days of electricity without utility power; and the secured server room is monitored 24/7 and protected with waterless fire suppression. All of this ensures uptime, security, reliability and scalability for 3PV clients. In 2004, 3PV opened a full-service state-of-the-art call center, built in response to a significant increase in live agent verifications; and the company utilizes an overflow call center whenever warranted. In addition, the company opened a load-sharing back-up facility in Atlanta in late 2005 to transfer all of its automated and live-agent call processing if needed. Hence, 3PV has fully redundant, fault tolerant systems throughout its entire process.

CLIENTS

3PV serves some of the best known and most respected brands in the telecommunications and cable industries. Its largest client generates as many as 6,000 verifications per day, and the average active client creates between 200 verifications and 500 verifications per day. 3PV's first client, Sprint Nextel, has been with the company since its inception in 1999; and other clients have been with the firm for an average of about two years.

PARTNERS & AFFILIATIONS

3PV has established numerous relationships with industry leaders in order to ensure that its verification solutions offer superior technology and exceptional service. Its current partners include:

- *Info Directions Inc.*, a software engineering company that designs, hosts and installs net-centric billing, rating, order management, workflow and selling solutions for progressive service providers.
- *Synchronoss Technologies Inc.*, the leading provider of e-commerce service fulfillment and order management to the telecom marketplace.
- *Intel Corp.*, the world's largest chip maker and a leading manufacturer of computer, networking and communications products.
- *Fonix Corp.*, a leading provider of natural-user interface technology solutions for wireless and mobile devices, Internet and telephony systems, and vehicle telematics.

In addition, 3PV is a member of the Competitive Telecommunications Association (CompTel) and is active in a variety of the industry's other leading professional organizations, including the United States Telecom Association (USTA), the Florida Cable Telecommunications Association (FCTA), and the National Association of Regulatory Utility Commissioners (NARUC).

HISTORY

Since 3PV's incorporation in 2000, the entrepreneurial company has handled more than 11 million verifications and grown its client base by more than 500%, taking pride in its reputation as one of the most reliable companies in the telecommunications industry. With a mission to deliver consistently superior verification results to the most demanding customers, 3PV is committed to innovating TPV technology while delivering a hands-on approach to satisfying customer needs.

3PV developed its first automated TPV solutions in 1999 by special request of Sprint®, which was unhappy with IVR-based TPV but wanted the advantages of an automated solution. By July 2000, the first 3PV speech enabled solution was installed in a Sprint call center. Inspired by the success of this rollout, 3PV engineers worked to extend the flexibility of the software to allow multiple rules sets and scripts to meet the needs of different industries. By 2001, the company had advanced its speech enabled solutions enough to deploy them to other customers; and its success in doing so has been marked by an average annual growth rate of 20 percent.

Based on years of real-world deployment, 3PV's speech enabled TPV was formally launched in 2003. Since then, the company has become a full-service TPV service provider, introducing innovative solutions for speech-enabled TPV, agent-assisted TPV, e-commerce TPV, call recording and voice print verification. It now even finds itself actively involved in the deployment of VoIP third party verification solutions.

LEADERSHIP

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